

Incident Report

As of 7/6/2011

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
GOED	1	14	1	16
	1	3	0	4
Customer Company Total	1	14	1	16
	1	3	0	4

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
GOED	1 0	14 4	1 0	16 4
Customer Company Total	1 0	14 4	1 0	16 4

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
GOED	1 0.00	14 0.81	1 0.00	16 0.71
Customer Company Total	1 0.00	14 0.81	1 0.00	16 0.71

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
GOED	1 0	14 1	1 1	16 2
Customer Company Total	1 0	14 1	1 1	16 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
GOED	1 0.00	14 1.88	1 11.10	16 2.34
Customer Company Total	1 0.00	14 1.88	1 11.10	16 2.34

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Detail

INC000000325929	Derek Mellus	Application	Error	None		TIR Missed: No	TIR: 0.10
Security	Bart Grant	GOED	Low	Resolved	TTR Missed: No	TTR: 0.18	
INC000000326108	Trevor Snarr	Network	Incident	None		TIR Missed: Yes	TIR: 1.14
Capitol Desktop Support	Chad Poll	GOED	Low	Closed	TTR Missed: No	TTR: 1.32	
INC000000326923	Chuck Spence	None	None	None		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: No	TTR: 0.23	
INC000000327148	Clint Elison	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.09
Help Desk	Brenda Treadway	GOED	Low	Closed	TTR Missed: No	TTR: 0.54	
INC000000328035	Suzanne Redington	None	None	None		TIR Missed: No	TIR: 0.24
Metro A Desktop Support	Burton Brown	GOED	Low	Closed	TTR Missed: Yes	TTR: 7.58	
INC000000328514	Chad Davis	Application	Error	None		TIR Missed: No	TIR: 0.21
Network Operations	Kelli Okumura	GOED	Low	Closed	TTR Missed: No	TTR: 0.26	
INC000000329709	Amy Hamblin	Telecom	Feature	Telephone		TIR Missed: No	TIR: 0.47
Voice Operations	Britany Finlay	GOED	Low	Closed	TTR Missed: No	TTR: 1.02	
INC000000330059	Sophia Dicaro	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Metro A Desktop Support	Mike Wilde	GOED	Medium	Closed	TTR Missed: Yes	TTR: 11.10	
INC000000331723	Riley Cutler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
Help Desk	Brenda Treadway	GOED	Low	Closed	TTR Missed: No	TTR: 0.00	
INC000000332578	James Buchanan	Application	Error	Adobe Contribute		TIR Missed: Yes	TIR: 2.82
Metro B Hosting	Cordell Measells	GOED	Low	Closed	TTR Missed: No	TTR: 5.51	
INC000000332584	Cicily Howell	Application	Reporting	None		TIR Missed: Yes	TIR: 1.74
Capitol Desktop Support	Scott Wunderlich	GOED	Low	Closed	TTR Missed: No	TTR: 3.08	
INC000000334120	Tracie Cayford	Application	Password	None		TIR Missed: No	TIR: 0.00
Metro D Help Desk	Doug Brown	GOED	High	Closed	TTR Missed: No	TTR: 0.00	
INC000000334746	Trevor Snarr	Network	Incident	None		TIR Missed: No	TIR: 0.71
Capitol Desktop Support	Scott Wunderlich	GOED	Low	Resolved	TTR Missed: No	TTR: 1.65	
INC000000336500	Amy Hamblin	Application	Error	Utah Master Directory		TIR Missed: No	TIR: 0.36
Capitol Hosting	Doug Law	GOED	Low	Resolved	TTR Missed: No	TTR: 1.05	
INC000000337440	Amy Hamblin	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR: 3.02
Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 3.02	
INC000000339192	Amy Hamblin	None	None	None		TIR Missed: No	TIR: 0.47
Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.86	